



## JOB DESCRIPTION

Job Title:	Assistant Deli Manager, Production	Reports to Job Title:	Deli Manager
Department:	Deli	Division:	Prepared Foods - Arcata
Direct Report(s):	Deli Staff	FLSA Status:	Non-Exempt
<input checked="" type="checkbox"/> New Position	<input type="checkbox"/> Revised Position	Last Revised:	11/9/2016
Salary Scale: DOE	Internal Posting Date: 4/25/2017-4/30/2017	Status: Full Time	External Posting Date: Until Filled

### SUMMARY:

Responsible for managing the Deli kitchen staff to meet food quality standards and department goals for sales, margin, waste, labor, inventory, customer service and safety. Responsible for ensuring that all kitchen staff have the tools, trainings and ingredients necessary to complete their production schedules.

### ESSENTIAL FUNCTIONS: (other duties may be assigned)

1. Customer Service
  - Treat people fairly, consistently, and with respect
  - Ensure efficient, informative, and friendly service according to established customer service vision and standards
  
2. Deli Kitchen Operations
  - Complete assigned tasks on schedule
  - Oversee kitchen staff in preparing high quality and consistent recipes
  - Ensure recipes have been approved by Deli Manager and Prepared Foods Manager and have been entered into ChefTec to meet margin before production
  - Plan and maintain recipe rotation binders with approval of Deli Manager and Prepared Foods Manager
  - Ensure Deli cases and food bar are fully stocked for abundance
  - Oversee proper rotation and dating of deli items to ensure freshness
  - Maintain kitchen flow, meeting food production and staff productivity goals
  - Ensure that established opening and closing procedures are properly carried out
  - Ensure that all outdated and unsellable products are recorded and disposed of in accordance with set Deli procedures, not exceeding budgeted waste
  - Ensure all products are accurately labeled with price, ingredients and allergens
  - Merchandize and promote products, through accurate shelf tags, signs, cleanliness and product placement
  - Work with assigned staff on recipe and menu development
  - Ensure proper food storage and labeling procedures are followed in all food preparation and storage areas
  - Oversee work of and coordinate with Purchaser/Receiver Coordinator to maintain strict control over all inventory on hand, amounts of ingredients and packaging supplies

- Ensures that ordering practices remain within budget
- Participate in inventory counts
- Maintain clean and well organized work stations

### 3. Personnel

- Working with the Deli Manager; schedule Deli kitchen staff according to established weekly labor budget
- Work with the Deli Manager to ensure appropriate job training for all kitchen staff. Provide clear and concise training documents for all production stations
- Ensure all Deli kitchen staff obtain California Food Handler's Certification
- Lead kitchen staff huddles with the Deli Manager
- Assign duties and review for quality, safety, efficiency and conformance to Deli policies and procedures
- Arrange for coverage of vacant shifts and fill in as needed
- Work with the Deli Manager to set kitchen standards and goals
- Provide feedback on evaluations of Deli kitchen staff in coordination with the Deli Manager and HR
- May work some evenings and weekends for adequate support of all department staff, as needed

### 4. Department Maintenance

- Ensure refrigerator and case temperatures and maintain logs
- Ensure Deli kitchen areas and all food preparation storage areas are maintained in a sanitary and orderly condition, meeting Health Department standards
- Notify Deli Manager of equipment repair needs in a timely manner
- Schedule and oversee deep cleaning of Deli kitchen and production areas
- Maintain all equipment in good working order; coordinate with the Deli Manager and Facilities Manager on the regular maintenance of equipment

### 5. Sustainability

- Approach all decision making with environmental and social impact in mind.
- Actively seek ways to improve sustainability efforts in day-to-day duties.
- Assist in implementing applicable North Coast Co-op sustainability initiatives.

### 6. All Staff Duties

- Abide by all of the North Coast Co-op policies and procedures as outlined in the Employee Handbook and other company documents
- Maintain a positive attitude
- Perform all other duties as assigned by the Deli Manager and Prepared Foods Manager

## **QUALIFICATIONS:**

- Managerial or Supervisory experience in food service (natural foods preferred)
- Experience cooking in restaurants, commercial kitchens or other food service environments (natural foods preferred). Minimum of five years' experience
- Experience with training staff

## **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to work well with others in a cooperative environment where teamwork and constant communication is essential.
- Ability to handle multiple demands, work under time pressures and meet deadlines

- Willingness to be open, to learn and take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Regular, predictable attendance
- Good computer/typing skills
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to read and comprehend instructions
- Analytical ability and proficiency in math
- Ability to appropriately delegate work duties and manage and motivate staff
- Demonstrated ability to follow through on commitments
- Ability to work in a fast-paced environment
- Managerial or Supervisory experience in food service (natural foods preferred)
- Experience in training and evaluating staff

**WORK ENVIRONMENT:**

Fast-paced retail deli environment. At times may work with or near moving mechanical parts (i.e. slicer, food processor, additional equipment and machinery) and in cold/hot climate conditions. Ability to work in moderate and loud noise environments including, but not limited to: computers, paging, telephones, human voices, sound system and machinery.

**ESSENTIAL PHYSICAL REQUIREMENTS:**

- Standing, walking, bending, sitting, reaching, chopping.
- Ability to lift up to 60 lbs.

**IMPORTANT DISCLAIMER NOTICE:**

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or a work environment change.

**EEO STATEMENT**

The North Coast Co-Operative provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, The North Coast Co-Operative complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

**SIGNATURE**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_